Top 10 Frequently Asked Questions

10. Since *NC FAST* will be a web-based Case Management system, are there specific recommendations for counties around the issue of bandwidth for internet connectivity?

Answer: The minimum NC FAST system requirements and system recommendations are published in NC FAST Dear County Director Letter (DCDL) #11-0009, dated April 15, 2011. The DCDL is available at: http://www.ncdhhs.gov/dss/dcdl/index.htm. At the bottom of the page, click the link for "NCFAST" under Links to other division DCDLs. The formula to determine bandwidth usage is not available at this time. Testing to determine this formula will be completed this summer and will be distributed to the counties at the completion of this testing.

9. On "go-live" day for pilot counties and general county rollout, will *FSIS* continue to operate or will it get turned off?

Answer: *FSIS* will no longer be available for data entry or inquiry following each county's rollout and implementation of *NC FAST*. The current direction is that converted data from *FSIS* to *NC FAST* will be limited to open cases and cases closed within the two years prior to the conversion date. Access to older *FSIS* case information not included in the conversion will continue to be available following implementation through the Data Warehouse and NC XPTR reports. An information bridge will also be available to *NC FAST* users that will provide a statewide view and access to basic *FSIS* case information.

8. Will data that is currently stored in county case management systems be converted to *NC FAST*?

Answer: No. Data and forms from county in-house (local) case management systems will not be converted and maintained in *NC FAST*.

7. If a client in a closed case that is older than the 2-year conversion period inquires about food assistance after conversion, is he or she considered a new applicant for food assistance?

Answer: Yes. Since cases closed in *FSIS* two years prior to *NC FAST* conversion will not be brought over to *NC FAST*, they must be entered as new cases if clients apply for FNS benefits after the conversion date.

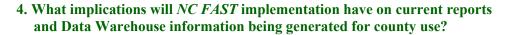**6. When will *ePASS* connect to *NC FAST* Case Management?**

Answer: As counties implement *NC FAST*, functionality in *ePASS* will also be deployed to allow clients to apply for benefits online using *ePASS* and have this data this automatically feed into NC FAST.

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5. Once *NC FAST* is fully implemented, will basic client and/or office visitor information be captured and stored in *NC FAST* and made available to agency staff?

Answer: Yes. *NC FAST* Case Management functionality will provide for a global reception process, which will include client/visitor registration and the collection of demographic information and workflow routing for the interview. Information provided at the front desk and during the intake interview will be captured and stored in the Case Management functionality and made available to agency workers across programs that have the need to know.

4. What implications will *NC FAST* implementation have on current reports and Data Warehouse information being generated for county use?

Answer: The goal is to populate the Data Warehouse with data that comes from *NC FAST* just as *FSIS* has done. The frequency of the updates is being defined, but the anticipation is that they will occur on a nightly basis, at a minimum.

3. Will *NC FAST* determine eligibility by applying policy for cases that are converted from *FSIS* to the new Case Management system?

Answer: Cases will be frozen in *FSIS* and converted assuming the benefit amount at the time of conversion is correct. The *NC FAST* Case Management System will not perform any eligibility determination tests on converted cases. The benefit amounts will continue at the converted level until the end of the certification period or until an actionable change event occurs.

2. As designed, is *NC FAST* a knowledge-based system with rules and policy embedded in the software?

Answer: Yes. *NC FAST* is a rule-based system. Eligibility policy and rules are embedded in the software and no longer dependent on worker knowledge. The interview process will use intelligent scripting, which includes or excludes questions based on client response to the previous questions.

1. Case managers often receive phone calls or in-person inquiries as to why benefits have decreased or have been terminated. Will *NC FAST* provide a breakdown of why a client may receive a reduced or terminated benefit amount?

Answer: The Cúram software upon which *NC FAST* Case Management is being built provides for enabling users to examine policy corresponding to the reason an application is ineligible (or a reduction in benefits) through links to the policy/rules applied in the case. The NC FAST application will have pages that indicate which Program/Policy rules have passes/failed to help address these types of questions from clients.

Remember: *"We must become the change we want to see."*—Gandhi

As we move closer to go-live, please stay tuned for more information on NC FAST!

For more information, please visit the NC FAST website at
http://www.ncdhhs.gov/ncfast/